

Centre for Addiction and Mental Health Achieves Major IT Goals with CompuCom

The Centre for Addiction and Mental Health (CAMH) is the number one mental health and addiction hospital in Canada. Located in Toronto, CAMH combines clinical care, research, education, policy development and health promotion to help transform the lives of people affected by mental health and addiction issues.

Challenge

CAMH is undergoing a renaissance — physically transforming facilities, evolving clinical programs and implementing electronic health records (EHR) — all in the interest of improving patient care. At the center of this transformation is technology and the support it offers clinicians, including enabling reliable processes and access to helpful resources.

CAMH strongly believes in focusing on core competencies and turned to IT outsourcing as a means to do so. They wanted a partner capable of delivering the best managed IT services, including Service Desk, End-User Computing, Data Center Hosting, Servers, Storage, Messaging and Security, among others. Major consideration was given to three factors. First, CAMH wanted their staff of 3,000 to experience high satisfaction levels. Second, given a pending shift to EHR, CAMH needed to enable an extremely stable technology environment. Finally, CAMH recognized that effective collaboration with a strategic partner and trusted advisor would be instrumental to driving innovation and achieving success, long-term.

Solution

During RFP evaluation, CompuCom® scored first on technical ability, financial model and relevance in healthcare. It was also described as a refreshing change from the norm, “a flexible partner that not only understands healthcare, but understands what partnership means.” Other distinguishing factors included notable focus on client and end-user satisfaction and responsiveness to needs, as well as local team expertise.

Once CAMH made the decision to transition all IT support to CompuCom, the aggressive timeframe became critical due to the pending “go live” date for EHRs. With CompuCom, CAMH was able to complete the transition in only three months, with the EHR shift completed in just one day. The effort encompassed hundreds of servers, data center moves and a number of other services. Through effective collaboration, backed by a well-planned execution strategy, the implementation was accomplished on time and within budget.

Today, CompuCom provides a host of managed IT services to CAMH, including Service Desk, End-User Computing Services, Network Management, Server and Storage Management, Email and Messaging Services, Identity and Asset Management, Enterprise Systems Management and Monitoring, Data Center and Hosting Services, Disaster Recovery and Program Management.

Outcome

With CompuCom’s help, CAMH has established a solid technology foundation to support its business strategy while accomplishing significant IT objectives. The CAMH IT team was pleased with the results, attributing much of the success to the strength of CompuCom’s managed services, effective teaming capabilities and deep technical expertise. Yet, the most critical success has been in CAMH’s ability to leverage technology to enable even higher levels of patient care.

Services Delivered

- Persona & Community
- Mobility & Device
- Workplace Services
- Persona Portal
- Customer Care
- Integrated Infrastructure Management
- Service Desk
- Program Management
- Converged Technology Operations
- Data Center Services
- Cloud Computing
- Network Services

Measurable Results

- Total IT services transition in only three months
- On time, on budget project management
- Successful electronic health record transition
- Optimized end-user productivity
- Better collaboration
- Performance improvements and error reduction
- Reduced capital investments
- Increased asset utilization